























- 8:36am Searched for [southwest bell technology resource trouble tickets](#)   Viewed 2 results
-   starred [EDGAR Online IPO | Text Section](#) - edgar-online.com
-   starred [Proceedings of the 13th Large Installation System Administrat...](#) - unix.org
- 8:17am Searched for [southwest bell technology resource trouble tickets](#)   Viewed 1 result
-   starred [WPI and Internet2](#) - wpi.edu
- 8:16am Searched for [southwest bell technology resource trouble tickets](#)   Viewed 1 result
-   starred [AT&T- News Room](#) - att.com
- 8:15am Searched for [sbc technology resource trouble tickets](#)

Sep 10, 2008



- 5:27pm Searched for [help desk solutions](#)   Viewed 2 results
-   starred [Solution: Incident management tool | Symantec](#) - symantec.com
-   starred [HelpSpot - Help Desk Software > Help Desk Portal](#) - userscape.com
- 5:18pm   starred [IT Service-Oriented Management Software, IT Asset Management...](#) - altiris.com

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4:46pm

Searched for [help desk ticket \(grid OR table OR matrix\) deadline](#)   Viewed 1 result



starred





[56752-bridgetrak help des...](#)

170 x 122 - 7k

4:46pm

Searched for [help desk ticket \(grid OR table OR matrix\)](#)

4:44pm

Searched for [help desk ticket \(grid OR table OR matrix\)](#)   Viewed 1 result





starred



[22069-stromasoft crm cust...](#)

1024 x 735 - 105k

4:43pm

Searched for [help desk ticket \(grid OR table OR matrix\)](#)   Viewed 1 result



starred

[Version History - Web Based Help Desk Software, ASP.NET... - jfitbit.com](#)

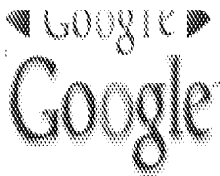
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Interesting Items

Bookmarks

Sep 10, 2008 (cont.)

4:41pm

Searched for [help desk managemen](#) Viewed 1 result

starred

[The Help Desk Software and Management Community](#) - helpdesking.com

4:40pm

Searched for [ticket email management](#)

4:31pm

Searched for [ticket email managemen](#) Viewed 3 results

starred

[Help desk Software, Customer Service Software, Support...](#) - helpdeskpilot.com

starred

[Slashdot | Ticket Tracking and Customer Management?](#) - slashdot.org

starred

[Help Desk Management, Helpdesk Management Software from ...](#) - novosolutions.com

4:17pm

Searched for [ticket email managemen](#) Viewed 2 results

starred

[Open Directory - Computers: Software: Help Desk: Browser Based](#) - dmoz.org

starred

[Logicalware MailManager Help Desk software - Email Management...](#) - logicalware.com

4:13pm

Searched for [help desk \(service level agreement OR SLA\) notification notify alert before deadline](#)

4:10pm

Searched for [help desk \(service level agreement OR SLA\)](#)

4:10pm

Searched for [help desk \(service level agreement OR SLA\)](#)

3:46pm

Searched for [ticket email managemen](#) Viewed 3 results

starred

[SupportTrio - Web Based Help Desk / Email Management...](#) - activecampaign.com

starred

[Kayako eSupport » Support desk software \(ticket, e-mail,...](#) - kayako.com

starred

[Trouble Ticket Software, Issue Tracking System, Ticket...](#) - e11online.com

3:44pm

Searched for [notify alert before deadline help desk](#)

Web Activity


Sep 2008

S	M	T	W	T	F	S
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

Today, Sep 11

1-5	6-10	11-20	21+
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Total Google searches: 237

- 3:40pm Searched for notify alert before deadline help de  Viewed 1 result
-   starred (WO/2005/008553) SERVICE MONITOR OF THE LEVEL OF AN INFORMATL... - wipe.int
- 3:26pm Searched for notify alert before deadline help de  Viewed 1 result
-   starred HelpDesk - Features - myescon.com
- 3:02pm Searched for level of service watchdog program
- 3:02pm   starred Application-level software watchdog timer - Patent 7000100 - freepatentsonline.com

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